

Comparisons of Job Characteristics

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 79

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Customer and Personal Service	11.3	16.7	15.2	0	Current knowledge level may be sufficient
Administration and Management	8.4	14.6	4.5	<<	Extensive education and/or training may be required
Clerical	7.3	12.7	12.2	0	Current knowledge level may be sufficient
Personnel and Human Resources	5.6	10.6	2.8	<<	Extensive education and/or training may be required
Economics and Accounting	4.4	9.0	3.6	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 88

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Active Listening	11.0	14.6	12.6	<	A higher skill level may be required
Monitoring	9.9	13.6	8.2	<<	Extensive development of skills in this area may be required
Coordination	9.1	13.3	9.3	<<	Extensive development of skills in this area may be required
Social Perceptiveness	9.1	13.3	9.1	<<	Extensive development of skills in this area may be required
Time Management	8.9	12.5	8.3	<<	Extensive development of skills in this area may be required

Management of Personnel Resources	6.9	12.3	5.6	<<	Extensive development of skills in this area may be required
Negotiation	6.8	11.9	9.0	<<	Extensive development of skills in this area may be required
Learning Strategies	7.2	11.4	6.4	<<	Extensive development of skills in this area may be required
Persuasion	7.4	11.1	10.6	0	Current skill level may be sufficient
Management of Financial Resources	3.3	6.4	1.6	<<	Extensive development of skills in this area may be required
Management of Material Resources	3.7	6.2	1.0	<<	Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 96			
Focus Occupation: Customer Service Representatives (43-4051) Associated Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011)					
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Oral Expression	12.4	15.1	13.3	<	Some improvement in abilities may be required
Speech Clarity	10.2	13.4	11.8	<	Some improvement in abilities may be required
Speech Recognition	9.9	12.5	11.8	0	Current ability level may be sufficient
Originality	7.6	10.7	7.1	<<	Extensive improvement in abilities may be required
Fluency of Ideas	7.6	10.0	6.7	<<	Extensive improvement in abilities may be required
Memorization	5.6	7.2	6.1	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common		Similarity of Focus Occupation to Associated Occupation: 55
Focus Occupation: Customer Service Representatives (43-4051) Associated Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011)		
Work Activities	Exclusivity of Activity	
Conduct training for personnel	30	
Maintain records, reports, or files	5	
Prepare reports	8	
Resolve customer or public complaints	54	

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: 71

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011)

Tools and Technologies	Exclusivity
Business function specific software	1
Calculating machines and accessories	3
Call management systems or accessories	19
Computer data input devices	2
Computer printers	2
Computers	1
Content authoring and editing software	1
Data management and query software	1
Duplicating machines	6
Finance accounting and enterprise resource planning ERP software	2
Information exchange software	1
Network applications software	1
Personal communication devices	2

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.